

Access to Primary Care

FY24 Annual BOCC Retreat

January 25, 2023



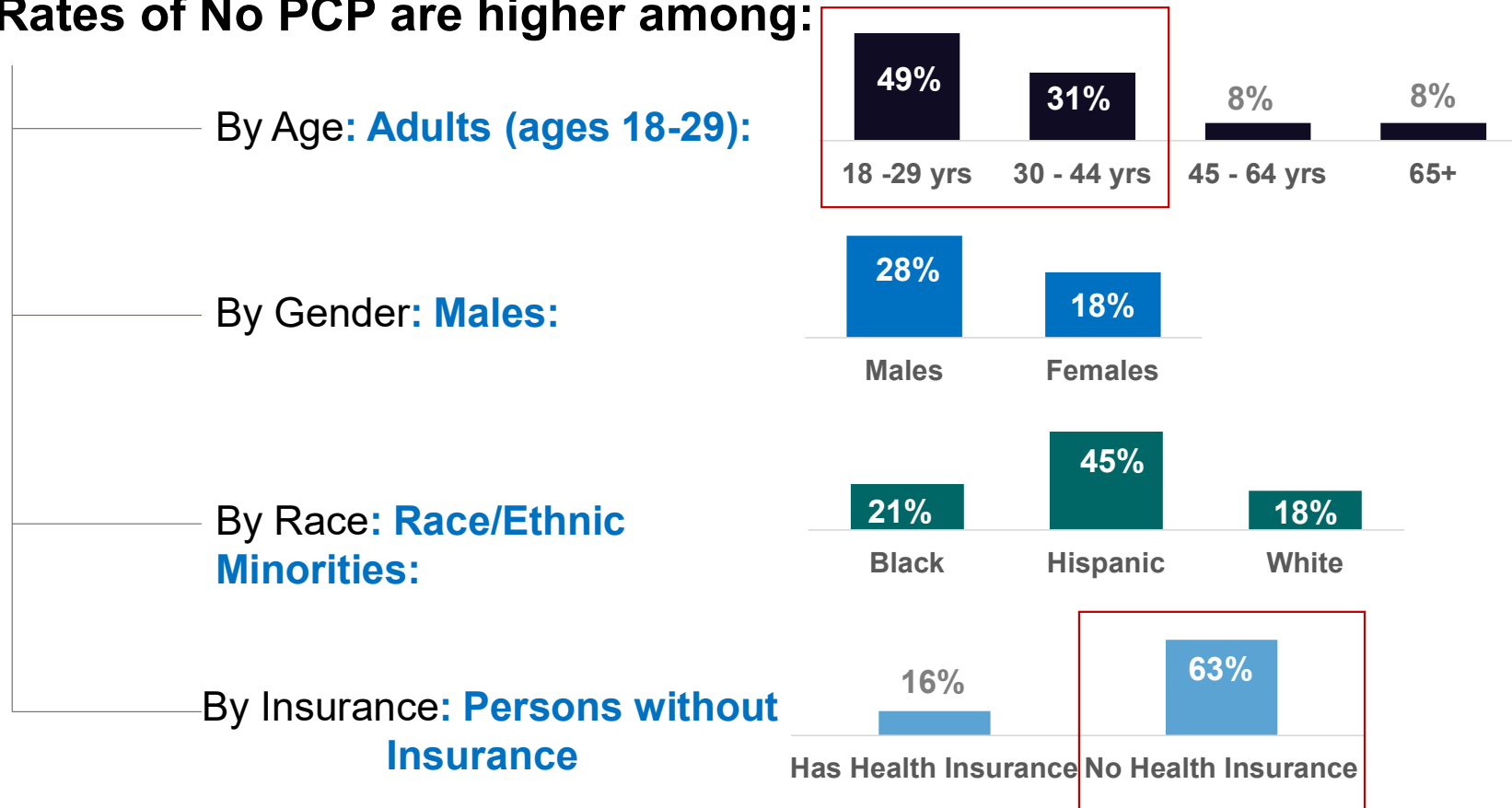
Primary Care

- Primary care is fundamental to ensuring the health of individuals and families.
- People who routinely access primary care are more likely to:
 - **Maintain a healthy lifestyle**
 - **Identify disease early**
 - **Manage chronic conditions**
 - **Avoid costly complications and hospitalizations**
- Improving access to care remains a top community health priority.

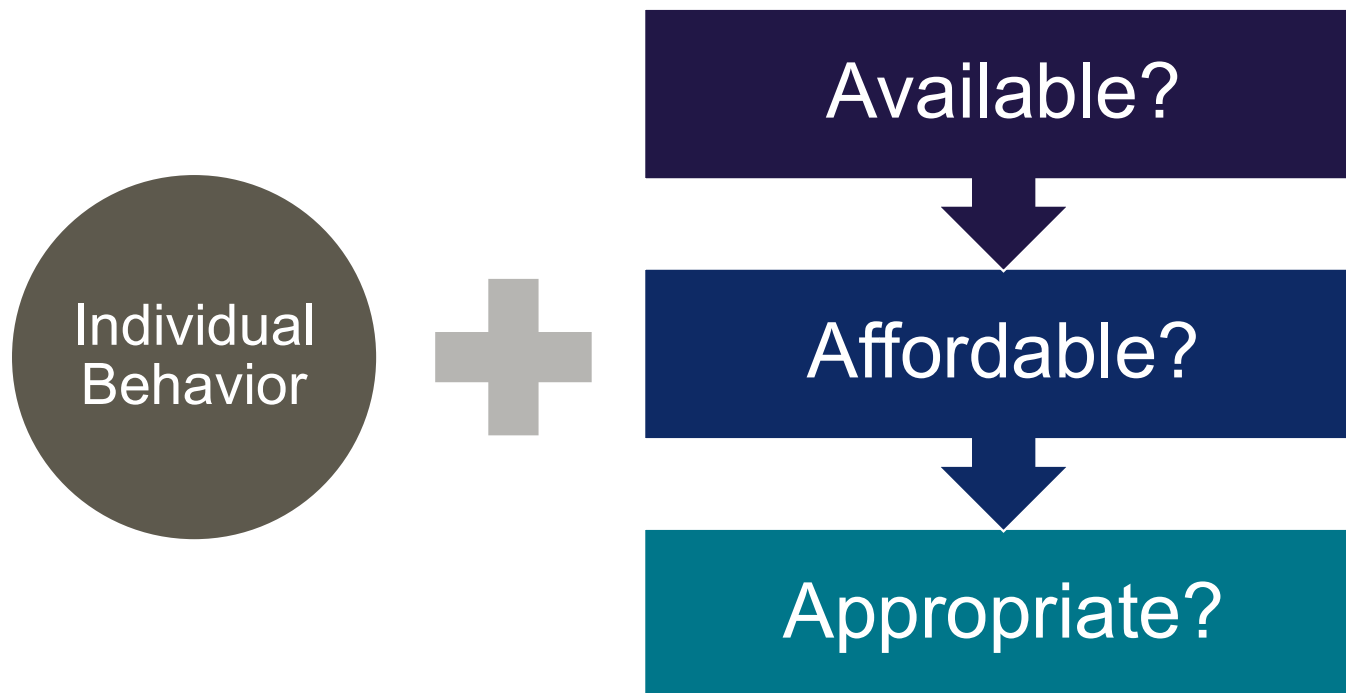
Primary Care

1 in 4 adults in Mecklenburg County report not having a primary care provider.

Rates of No PCP are higher among:



Barriers to Accessing Primary Care



Availability of Primary Care Providers



Healthy NC 2030 Target

1 *Primary Care Provider* :

1,500 *Residents*

Source: Healthy North Carolina 2030 Goal

Mecklenburg County

1 *Primary Care Provider* :

1,054 *Residents*

Source: Sheps Center Health Professional Supply Data

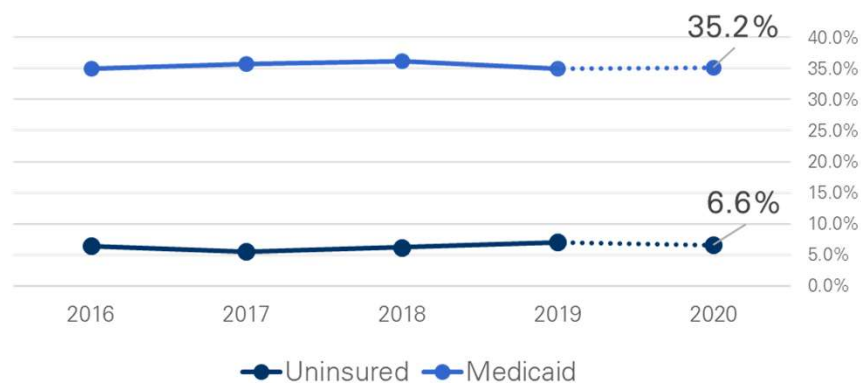


Affordability

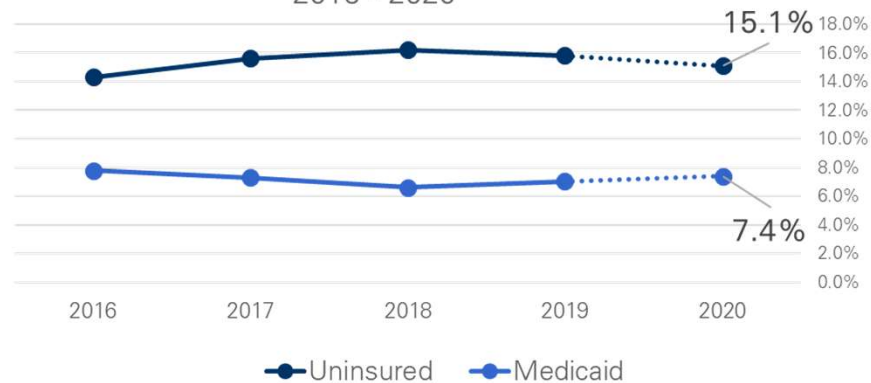
Trends in Uninsured and Medicaid, 2016 -2020

105,060 (15%) adults and nearly 18,000 (7%) children in Mecklenburg are Uninsured

Uninsured and Medicaid, Children (ages <19),
2016 - 2020



Uninsured and Medicaid, Adults (19 -64),
2016 - 2020



Note: 5 year estimates are provided for year 2020 to reduce the impact of nonresponse bias experienced during the pandemic.

Source: US Census, American Community Survey

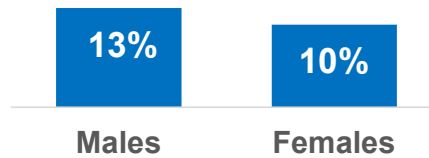
Affordability

Uninsured rates are higher among:

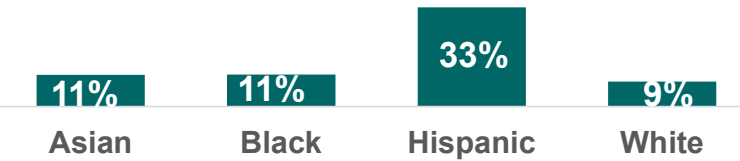
Adults (ages 26-44):



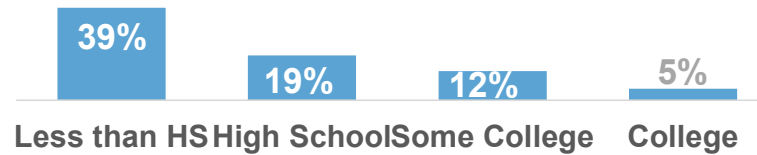
Males:



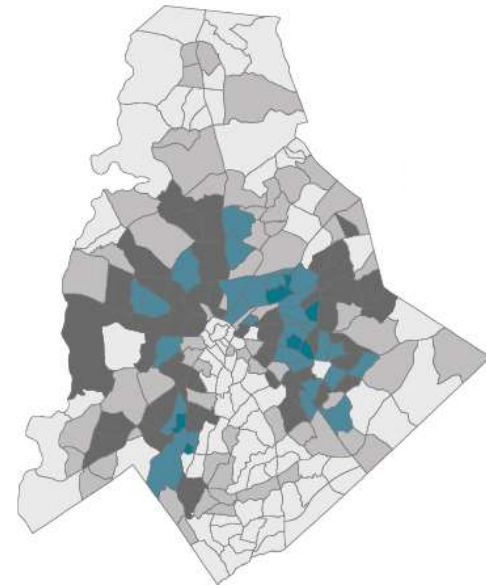
Race/Ethnic Minorities:



< HS Education:



PERCENT UNINSURED:
Census Tract, All Ages



Low-Cost Primary Care Options

Low and No-Cost Clinics

- Blessing Foundation* (StarMed)
- Camino Community Health*
- Care Ring*
- Ada Jenkins Center
- Heart Bright Foundation
- Lake Norman Community Health Center*
- Matthews Free Medical Clinic
- Project 658*
- Shelter Health Services*
- Shifa Free Clinic

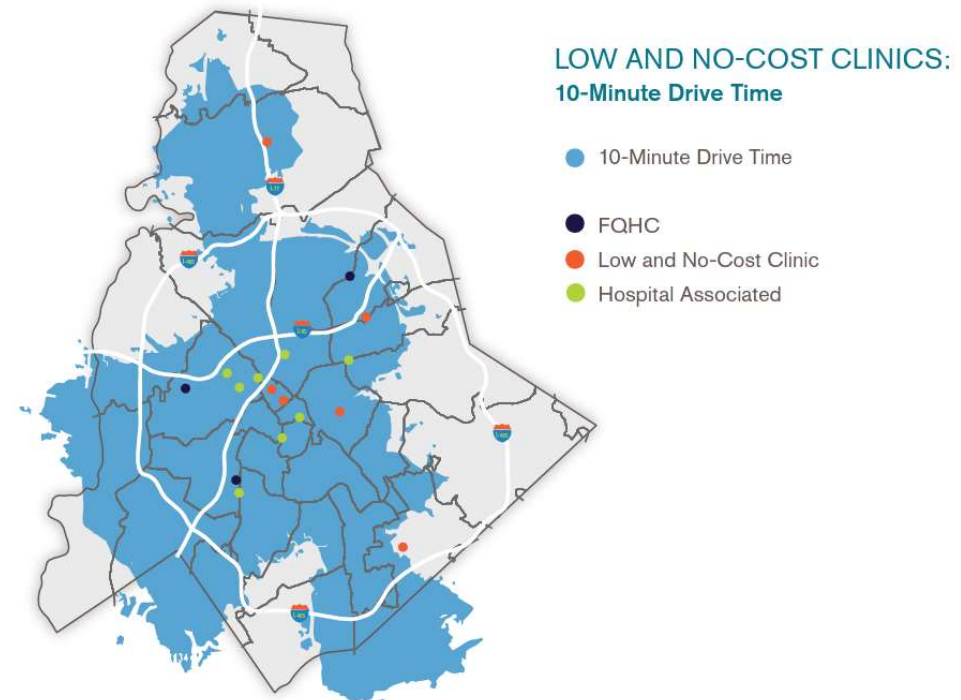
Health System Affiliated Clinics

- Atrium Health (Biddle Point, Elizabeth Family, Myers Park, North Park)
- Novant Health (Michael Jordan Medical Clinics)

Federally Qualified Health Centers

- Charlotte Community Health Center* (2 locations + Satellites)
- CW Williams Community Health Center* (2 locations + Satellites)

*Primary Care Supported by Mecklenburg County



Low-Cost Primary Care Options

Low and No-Cost Clinics

- Blessing Foundation* (StarMed)
- Camino Community Health*
- Care Ring*
- Ada Jenkins Center
- Heart Bright Foundation
- Lake Norman Community Health Center*
- Matthews Free Medical Clinic
- Project 658
- Shelter Health Services*
- Shifa Free Clinic

Health System Affiliated Clinics

- Atrium Health (Biddle Point, Elizabeth Family, Myers Park, North Park)
- Novant Health (Michael Jordan Medical Clinic)

Federally Qualified Health Centers

- Charlotte Community Health Center* (2 locations + Satellites)
- CW Williams Community Health Center* (2 locations + Satellites)

**Together these entities
serve approximately
42,000 residents each
year.**

Federally Qualified Health Centers (FQHCs)

- Deliver comprehensive, culturally competent, high quality primary health care, as well as supportive services such as health education, translation, and transportation.
- Integrate access to pharmacy, mental health, substance use disorder, and oral health services.
- Provide services regardless of patients' ability to pay and charge for services on a sliding fee scale.
- Operate under the direction of a patient-majority governing board and meet standards regarding administrative, clinical, and financial operations.
- ***Our 2 FQHCs currently serve approximately 20,000 residents each year.***

Improving Access to Primary Care



WHAT CAN BE DONE

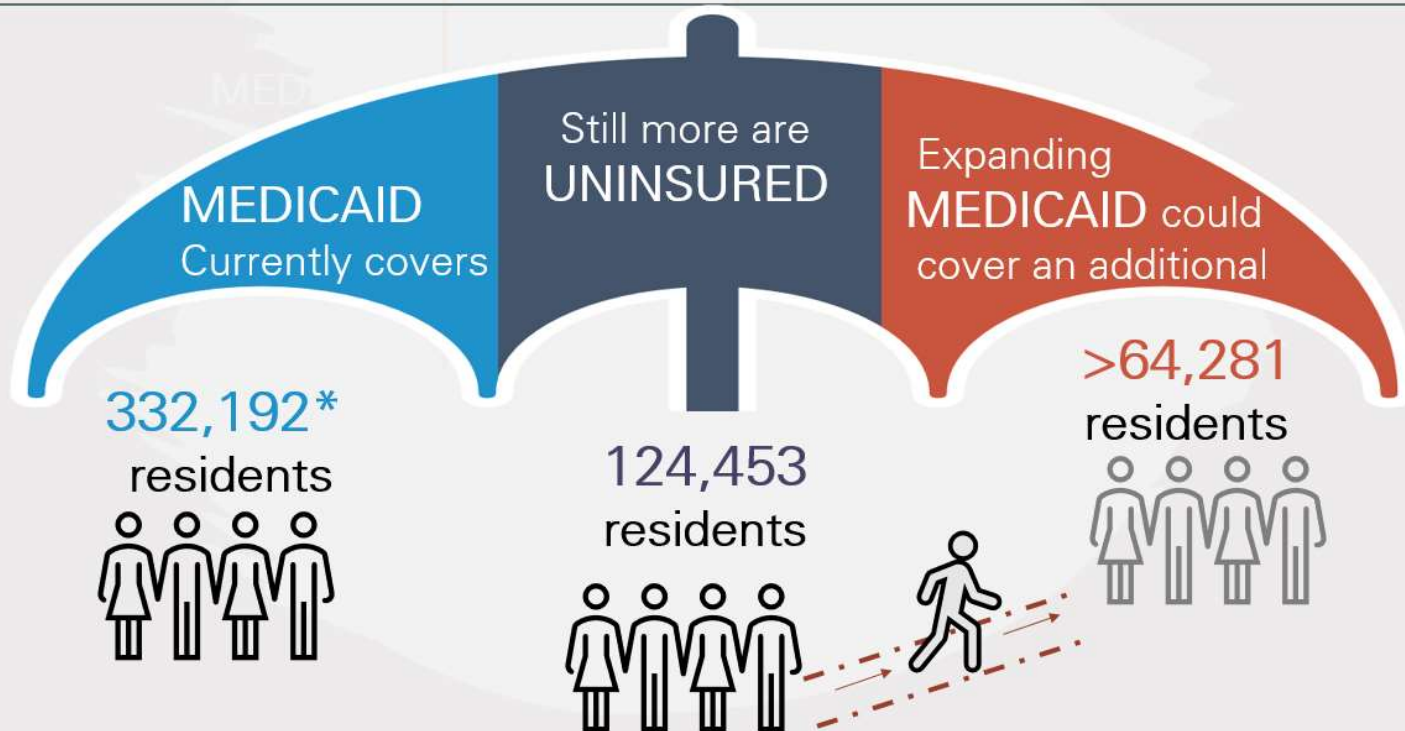
Increasing access to primary care is challenging and success will require innovative solutions that engage the entire community.

These strategies include:

- 1. reducing the uninsured population in the County;**
- 2. increasing the capacity of the current primary care system to serve under- and uninsured residents;**
- 3. educating the public on the importance of primary care; and**
- 4. expanding awareness of current resources available.**

Advocate for Medicaid Expansion

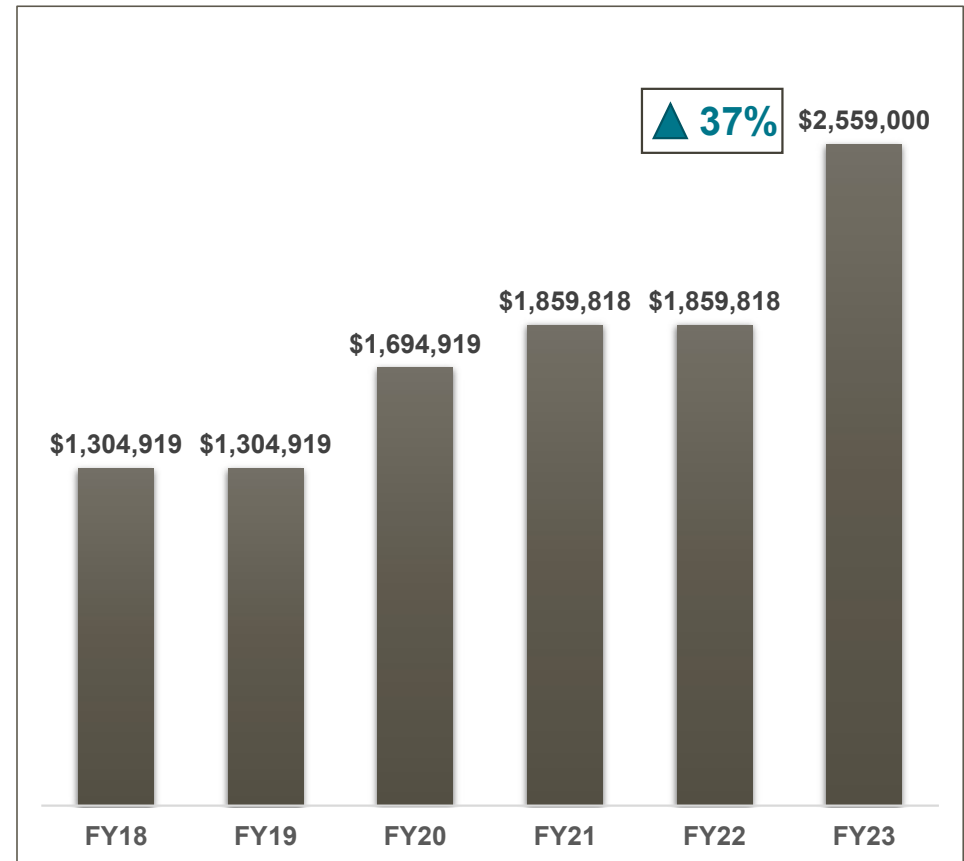
How Medicaid Expansion Can Help the Uninsured in Mecklenburg



Source: US Census, American Community Survey, Cone Health Foundation, and Mecklenburg County DSS
*Count includes active recipients in limited coverage categories.

Support Expanded Low-Cost Primary Care

- Public Health currently supports 8 agencies for primary care-related services, including pharmacy services through MedAssist and specialty care through Care Ring.
- New location through Blessing Foundation/StarMed opening in FY23.
- Expect to support **~11,460** residents in FY23.



Increase Awareness of Primary Care

- Public Health supports two initiatives focused on increasing community awareness of primary care and low-cost options:



- **MedLink of Mecklenburg** – collaborative of low-cost primary care providers.
- **Community Health Worker Initiatives** – supporting internally and externally operated CHW initiatives and community-wide collaborative.

CLINIC	CATS BUS	CLINIC	CATS BUS
Arthur Hume Blake Post-Partum Family Medicine 1863 Business Term Rd., Charlotte, NC 28208	P.704-446-1987	McDonough St. Health Dept. - Pediatric Dental Clinic 1861 Business Term Rd., Charlotte, NC 28208 www.mcdonough.org	1.7
Arthur Hume Health Ctr. - Elizabeth Family Medicine 2001 W. 4th St., Charlotte, NC 28202	P.704-364-1000	Midwest Family Health Center 2221 Veterans Dr., Charlotte, NC 28208 www.mfhcc.org	34
Arthur Hume Myers Park 13301 W. 4th St., Charlotte, NC 28207	P.704-446-1600	NC Medicaid 4423 Jagger Creek Rd., Suite 301, Charlotte, NC 28208 www.ncmedicaid.org	7.04
OB/GYN, Pediatrics, Surgery, Internal Med., Orthopedics 2215 Eastway Dr., Charlotte, NC 28213	P.704-446-9995	Neuse Health Center 2549 Fenwick Dr., Charlotte, NC 28208 www.neusehealthcenter.org	15.35, 15.94 LYNN Line Bus
21st Century Care Center 113 Eastway Dr., Charlotte, NC 28213	P.704-596-5066	North Carolina Health Care 300 South College St., Suite 302, Charlotte, NC 28202 www.nchealthcare.org	15.35, 15.94 LYNN Line Bus
Cardinal Healthcare 10000 South Blvd., Charlotte, NC 28226	P.704-529-7700	Office of 65th/66th Family Wellness Center 3622 Center Ave., Charlotte, NC 28205 www.off65and66.org	
Charm City 1011 N. 1st St., Suite 540, Charlotte, NC 28202 www.charmcity.com	P.704-378-0172	Healthcare Services 318 S. 1st St., Charlotte, NC 28202 www.healthcare-services.com	21.32, 21.33
Charlotte Community Health Ctr. - University 10000 Medical Plaza Dr., Suite 300, Charlotte, NC 28212	P.704-356-6561	Healthcare Services 318 S. 1st St., Charlotte, NC 28202 www.healthcare-services.com	
Charlotte Community Health Ctr. - West 3300 Wilkinson Blvd., Charlotte, NC 28208	P.704-356-6561	Infra Fire Project 4001 Shawnee Dr., Charlotte, NC 28213 www.infrafire.com - on-line site	
C.W. Williams Community Health Center 2113 W. 4th St., Charlotte, NC 28208	P.704-335-2225	ONLINE/VIDEO RESOURCES	
First Aid and First Aid Training, Inc. - Jackson Clinic PO Box 1892, 311 Granite St., Charlotte, NC 28206	P.704-896-4971	American Health Community Resource americanhealthcommunityresource.org	
Heartlight Foundation 2001 E. 1st St., Suite 200, Charlotte, NC 28203 www.heartlight.org	P.704-373-3002	Be a Call 1-800-422-1111	
High Point Health Center 10000 W. 4th St., Charlotte, NC 28207	P.704-373-3002	Be a Call website A free web-based website that provides information and assistance for seniors and adults with disabilities in the Charlotte Metro Area. It is available at 1-800-422-1111	
Lake Norman Community Health Center - Huntersville 14220 Hunters Bl., Huntersville, NC 28078 www.lnhc.org	P.704-356-6561	NCADHS ncadhs.org	
Matthews Post-Partum Family Medicine 2961 W. 1st St., Matthews, NC 28105 www.mpfm.org	P.704-845-8882	Neuse Health Community Care Center neusehealth.org	P.704-344-3031
Matthews Post-Partum Family Medicine 2961 W. 1st St., Matthews, NC 28105	P.704-845-8882	Neuse Health Community Care Center neusehealth.org	
McDonough St. Health Dept. - Northwest 2801 Business Term Rd., Charlotte, NC 28208	P.704-336-6000	Neuse Health Community Care Center neusehealth.org	
McDonough St. Health Dept. - Southeast 2001 Business Term Rd., Charlotte, NC 28208	P.704-336-6000	Neuse Health Community Care Center neusehealth.org	
McDonough St. Health Dept. - South 2001 Business Term Rd., Charlotte, NC 28208	P.704-336-6000	Neuse Health Community Care Center neusehealth.org	

Key Partners

- **Health systems can:**
 - Expand low-cost primary care services in underserved areas
 - Promote awareness of low-cost primary care services and financial assistance programs
 - Expand collaborative relationships with primary care providers to reduce hospital utilization
- **FQHCs and other providers can:**
 - Establish new FQHC and other low-cost primary sites in underserved areas
 - Adopt Primary Care Medical Home model
 - Promote awareness of low-cost primary care services
- **Managed care organizations can:**
 - Promote utilization of primary care
 - Supply comprehensive primary care provider networks
 - Implement value-based reimbursement that rewards utilization of primary care
- **Everyone can:**
 - Utilize primary care consistently
 - Support Medicaid expansion

Questions?